

## Change Agent Roles & Responsibilities

- Take ownership of your organization's readiness.
- Champion changes that will benefit the DMV Modernization Project and promote the new DMV System.
- Attend project presentations, workshops, and training sessions and communicate the content back to your peers and co-workers.
- Communicate business processes and roles to other employees in your organization.
- Manage activities required to prepare for DMV System implementation.
- Promote open communication throughout your department and with your counterparts in other counties or other agencies.
- Be aware of the changes the DMV Modernization Project will have on your organization's operations.
- Work with others to identify organizational and cultural factors that may enhance or detract from your organization's readiness.
- Proactively follow up with KDOR project staff as needed for clarification.
- Identify and address potential sources of resistance to change within your organization.
- Adhere to project quality standards.
- Assess agency readiness for the transition to the new DMV System.